HUMAN RESOURCES

MARK R. JOHNSON
Mayor

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Part Time Customer Service Representative

Position #	512
Work Location:	Administration – Water Department
Reports to:	Utility Billing Director
Rate of Pay:	$12.00/hour

Regular, Part Time. Non-Exempt Position. Maximum of 29 hours per week.

City Conformance Statement:
In the performance of the below respective tasks and duties all employees are expected to conform to the following:

- Perform quality work within deadlines with or without direct supervision
- Interact professionally with other employees, customers and suppliers
- Work effectively as a team contributor on all assignments
- Work independently while understanding the necessity for communication and coordinating work efforts with other employees and customers.

General Job Description:

Front line Customer Service Representative to manage the customers' needs at the front desk of City Hall.

Essential Functions:

- Responsible for collecting and posting payments for utility bills, assisting customers in establishing new service or researching billing issues
- Ability to batch and balance receipts at the end of the shift
- Answers and directs incoming calls and visitors to City Hall

Additional Functions:

- Must be a self-starter and ready to take initiative
- Excellent data entry skills with little to no entry errors
- Excellent customer service skills and communication skills
- Problem solving with the desire to resolve issues

Qualifications

- High school diploma or GED required
- Minimum of one (1) year experience with handling a cash drawer and balancing cash to payments and receipts
- Intermediate understanding of Microsoft Office suite of products
- Willingness and capability to learn and understand functionality of updated municipal software applications
- Reliable transportation to and from work daily

Physical Requirements (with or without accommodation)

- Ability to sit at a desk for at least two (2) hours at a time
- Ability to watch computer screen at least two (2) hours at a time
- Ability to operate computer and calculator keyboards
- Ability to communicate over the phone
- Ability to lift, hold and carry equivalent to five (5) reams of paper (roughly 10 lbs.)
- Ability to reach overhead and forward and downward
- Ability to step up and down step stool and/or ladder
- Ability to stoop to floor level file cabinet drawer
- Ability to twist while seated or otherwise from front to back

This job description does not necessarily cover every task or duty that might be assigned. Employees may be assigned additional responsibilities as necessary.

To apply for this position, please visit our website at www.covla.com and complete an online application under the Human Resources section.